

Quarterly Performance for Presort First-Class Mail®

Overview

For Presort First-Class Mail® letters, cards, and flats, the service performance measurement system of the Postal Service™ uses documented arrival time at a designated postal facility to start the measurement clock, and an Intelligent Mail® barcode (IMb™) scan by an external, third-party reporter to stop-the-clock. Mail piece tracking from IMb™ in-process scans is used in conjunction with the external data to extrapolate results for the population of Presort First-Class Mail® using Full-Service Intelligent Mail®. Data collected by the Postal Service™ are provided to an independent, external contractor to calculate service measurement and compile the necessary reports. The system used for this reporting is called the Intelligent Mail® Accuracy and Performance System (iMAPS).

The external contractor determines service performance based on the elapsed time between the start-the-clock event recorded by the Postal Service™ and the stop-the-clock event recorded by anonymous households and small businesses that report delivery information directly to the contractor. The service measure consists of two parts: (1) how long mail pieces take to get through processing, and (2) how long mail takes from the last processing scan to delivery. The second portion is used as a delivery factor differential to determine the percent of all Presort First-Class Mail® delivered on the last processing date versus the percent delivered after the last processing date. Service performance is measured by comparing the transit time to USPS® service standards to determine the percent of mail delivered on time.

The Service Performance Measurement (SPM) application of the Full-Service Seamless Acceptance and Service Performance system (SASP) serves as the data source for iMAPS. SPM captures data from all Full-Service Intelligent Mail® and applies business rules for service measurement before sending data to iMAPS.

Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in the Presort First-Class Mail® scores.

Performance Highlights

National Overnight performance in FY16 Quarter 4 was 96.6 percent on time, 0.4 points higher when compared to the same period last year. National Two-Day performance was 96.0 percent on time, 1.1 points higher when compared to the same period last year. National Three-To-Five-Day performance was 94.3 percent on time, 3.3 points higher when compared to the same period last year. Nationally, at least 99.6 percent of mail across all service standards was delivered within the service standard plus three days in FY16 Quarter 4.

Capital Metro Area led the nation in Overnight service performance with 97.6 percent on time. For the fifteenth consecutive quarter, Pacific Area led the nation in Two-Day service performance, with 97.3 percent on time in FY16 Q4. Capital Metro and Western Areas led the nation in Three-To-Five-Day service performance with 94.6 percent on time.

In FY16 Quarter 4, 31 districts met or exceeded the Overnight performance target of 96.80, 22 districts met or exceeded the Two Day service performance target of 96.50 and 10 districts met or exceeded the Three-to-Five-Day service performance target of 95.25. Nevada-Sierra led the nation in Overnight service performance with 99.0 percent on time, Alaska led the nation in Two-Day service performance with 97.9 percent on time, and Greater Indiana and Central Plains led the nation in Three-to-Five-Day service performance with 96.5 percent on time, respectively.

National FY16 annual service performance with Presort First-Class Mail® were 96.2, 95.1, and 91.7 percent on time, improved across all Service Standards compared to FY15. Overnight service score increased by 0.5 points, Two-Day service score increased by 1.5 points, and Three-to-Five-Day service score increased by 3.9 points.

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Mailpieces Delivered Between 07/01/2016 and 09/30/2016

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	97.6	96.3	94.6
Atlanta	97.7	96.2	94.2
Baltimore	98.1	95.8	94.1
Capital	97.1	95.4	94.2
Greater South Carolina	96.7	96.5	94.1
Greensboro	97.7	96.8	95.2
Mid-Carolinas	98.2	96.3	95.3
Northern Virginia	96.6	96.3	95.1
Richmond	96.8	95.9	94.2
Eastern Area	96.8	96.1	94.5
Appalachian	98.0	96.4	95.8
Central Pennsylvania	97.2	95.9	94.3
Kentuckiana	96.9	96.5	95.0
Northern Ohio	96.7	95.9	94.1
Ohio Valley	95.7	95.7	94.2
Philadelphia Metro	96.9	95.9	93.8
South Jersey	98.0	96.8	95.1
Tennessee	96.3	96.2	95.5
Western New York	97.5	96.7	94.9
Western Pennsylvania	96.7	95.6	94.2
Great Lakes Area	95.9	95.3	93.9
Central Illinois	94.7	95.2	92.3
Chicago	95.7	93.8	90.5
Detroit	94.2	94.2	91.4
Gateway	95.6	96.0	93.9
Greater Indiana	97.0	95.7	96.5
Greater Michigan	96.1	95.3	93.7
Lakeland	96.3	95.6	93.6
Northeast Area	95.0	95.5	93.4
Albany	96.0	96.3	94.1
Caribbean	92.9	97.2	85.6
Connecticut Valley	96.1	95.6	93.1
Greater Boston	94.9	95.7	92.8
Long Island	94.9	95.1	92.1
New York	94.4	93.4	91.5
Northern New England	95.3	96.0	93.2
Northern New Jersey	96.2	95.8	95.5
Triboro	96.7	95.2	92.9
Westchester	92.5	93.9	91.9
Pacific Area	96.6	97.3	94.3
Bay-Valley	97.6	96.5	94.5
Honolulu	95.5	N/A	93.7
Los Angeles	94.6	97.7	93.5
Sacramento	97.6	96.8	93.8
San Diego	97.4	97.6	94.8
San Francisco	96.1	96.5	95.5
Santa Ana	98.1	97.6	94.6
Sierra Coastal	97.4	97.8	94.9

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 07/01/2016 and 09/30/2016

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	97.0	95.9	94.5
Alabama	97.1	96.4	94.7
Arkansas	96.9	96.5	94.9
Dallas	96.0	95.6	94.8
Fort Worth	97.1	96.5	94.4
Gulf Atlantic	97.7	96.2	94.4
Houston	98.0	95.9	95.0
Louisiana	96.9	95.3	94.2
Mississippi	96.7	95.5	94.4
Oklahoma	97.3	96.0	94.8
Rio Grande	96.1	95.4	93.7
South Florida	97.2	95.1	93.8
Suncoast	95.5	96.2	94.3
Western Area	97.1	96.8	94.6
Alaska	98.8	97.9	96.1
Arizona	97.5	97.3	95.4
Central Plains	95.6	97.2	96.5
Colorado/Wyoming	96.7	96.4	94.0
Dakotas	98.5	97.1	93.2
Hawkeye	96.6	96.3	93.6
Mid-America	95.6	96.2	92.5
Nevada-Sierra	99.0	95.4	96.0
Northland	98.5	96.8	93.5
Portland	95.9	97.1	94.1
Salt Lake City	96.3	96.1	92.0
Seattle	96.4	97.7	94.0
Nation FY2016 Q4	96.6	96.0	94.3
Nation FY2015 Q4 (SPLY)	96.2	94.9	91.0
Nation FY2009 Annual	94.3	90.0	85.1
Nation FY2010 Annual	93.4	92.7	88.2
Nation FY2011 Annual	90.8	89.1	90.6
Nation FY2012 Annual	96.8	95.7	95.1
Nation FY2013 Annual	97.2	97.0	95.1
Nation FY2014 Annual	97.0	96.4	92.2
Nation FY2015 Annual	95.7	93.6	87.8
Nation FY2016 Annual	96.2	95.1	91.7
Nation FY2016 Q1	95.6	94.0	88.7
Nation FY2016 Q2	95.8	94.2	89.7
Nation FY2016 Q3	96.7	96.2	94.3
FY2016 Annual Target	96.80	96.50	95.25

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